Department of Information Services
CUSTOMER ADVISORY BOARD
January 22, 2001
Meeting Minute
Revised 2-15-01

Attending:

Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Brian Backus, Office of the Administrator for the Courts
Steve Bilhimer, Department of Revenue
Al Bloomberg, Department of Natural Resources
Dan Carey, Criminal Justice Training Commission
Jim Culp, Department of Transportation
Jim Eby, Department of Fish & Wildlife
Mike Gray, Department of Corrections
Bob Griesel, Office of Financial Management
Phil Grigg, Department of General Administration
Andy Hill, Office of the Attorney General
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of State Treasurer
Mike Kretzler, Utilities and Transportation Commission
David Lybarger, Department of Agriculture
Gary Maciejewski, Department of Personnel
Brian Mahar, Community Trade & Economic Development
Shannon Marshall, Department of Retirement Systems
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Ted Nelson, Center for Information Services
Dan Parsons, Washington State Patrol
Herb Potter, City of Olympia
Patti Prouty, Office of the Secretary of the State
Rex Richardson, Department of Agriculture
Christy Ridout, Department of Social Health Services
Gary Schricker, Department of Health
Ron Seymour, Department of Financial Institutions
Susie Smith, Auditors Office
Shelagh Taylor, Department of Labor & Industries
Larry Weniger, Department of Licensing

DIS Staff:

Paul Taylor, Deputy Director
Mike Curtright, Assistant Director, Computer Services Division
Lourdes Collins, Management & Oversight of Strategic Technologies
Stan Ditterline, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dennis Hausman, Justice Information Network
Dave Kirk, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Andy Marcelia, Management & Oversight of Strategic Technologies
Mike McVicker, Assistant Director, Telecommunication Services Division
Connie Michener, Management & Oversight of Strategic Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Darrel Riffe, Production Services Manager
Paul Piper, Digital Academy
Carrie Tellefson, Assistant Director, External Relations & Management Services

Welcome and Introductions
Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m. Mr. Bynum introduced Wolfgang Opitz, from the Office of Financial Management, to the CAB.

2001-2003 Biennial State Budget
Mr. Opitz provided an overview of the State's budget for 2001. A handout was provided which gave a comprehensive breakdown of the dollars. The number one item on the budget is education, with a close second going to state transportation. Mr. Opitz described the budget as a box that is too small to hold everything that needs to go into it.

Legislative Update: Information Technology
Carrie Tellefson, DIS, was introduced to the CAB. She is replacing Sam Hunt as the acting legislative liaison. She told the group that the number one topic for the legislature is energy and it is taking much of the resources for now.

The most significant IT-related bill to date had been House Bill 1053, which would effect the operations of all public sector web sites and electronic services. She noted that DIS had testified against the bill, and was working with committee staff and OFM to explore alternative language.

Senate Bills 5169, 5170, and 5171 were reviewed with the group. They all have to do with telework to reduce transportation problems. Senate Bills 5094, 5095, and 5096 on rural business telecenters were also discussed.

Subcommittee Reports
- **Infrastructure**
  Phil Grigg gave an update on Windows 2000 and the web interface guidelines. Mr. Grigg would like the Windows 2000 website to link from the CAB webpage when it is available. Stan Ditterline gave an update on the Computing Architecture Standards. Stan asked the group for participation on this project.

- **State/Local Government**
  Nothing to report.

Digital Government Applications Academy: The E-Forms Program
Dave Kirk gave a presentation and update on the current E-forms class and the Shana Corporation's e-form product that was chosen as a result of a recent competitive process. He also demonstrated Employment Security's UI Fast Tax reporting form, showing how Shana's product integrates auto-fill and data validation, as well as standard business rules, which can be built into the form.

Mr. Kirk also provided a review of the pricing options for the Shana product. There are two options to choose from at this time – current retail prices or a pricing program specifically tailored for Washington State, which provides unlimited forms at a per seat cost. Ron Seymour asked whether there was a charge for training on the product. Mr. Kirk replied that Shana Corporation provided two days of training for the project teams that are currently participating in the Academy's E-forms class. Additional training for those teams and for agencies not enrolled in E-forms 101 is available as noted in Schedule A of the Master Contract.

Digital Government
Mr. Taylor reported that the Executive Orders for Privacy and for Piracy have recast as ISB for adoption as part of the state's IT policy framework.

Electronic Records Retention Update
Thomas Bynum reported that some of the CAB members met with Phil Coombs, the State Archivist, and discussed how to store information as well as how to locate and retrieve information. Because it is imperative for IT member to be involved when discussing archiving, Mr. Bynum asked for the formation of a subcommittee, to work with Mr. Coombs.

Mr. Curtright said he had been working with Mr. Coombs and underscored the urgency to the need for the subcommittee articulating the IT community's view on these issues

The issue of record destruction was also discussed. It is just as important to get rid of records that aren't needed for retention and it is important to determine:
- What to keep
- What should be public record
- How long should it be kept

The subcommittee will include:
- Dan Parsons
- Dan Francis
- Valerie Williams
- Shannon Marshall
- L & I representative *(TBD)*
- DOT representative *(TBD)*
- OFM representative *(TBD)*
- DSHS representative *(TBD)*
- ESD representative *(TBD)*
- DIS representatives *(TBD)*

Research & Advisory Services Update
Paul Taylor asked the group to review and comment on a preliminary categorization of research and advisory services that would serve as the basis of a statewide procurement, and to provide feedback to Mary Lou Griffith. Mr. Taylor stated DIS will run a competition for these services and provide a multiple-award master contract so agencies may purchase the research and advisory services they need. He stressed the fact that the service would be limited to research and advisory information, and not information technology consulting. The acquisition will be conducted as soon as possible. A committee was set to define the requirements for the service providers, and it consists of:
- Jim Culp, DOT
- L & I representative
- OFM representative

New Business
The next CAB meeting will provide discussion on software piracy and Mr. Bynum invited members to contact Al Bloomberg, DNR, with any comments on the subject.

Announcements
Thomas Bynum introduced new members to the CAB. Doug Tanabe has been appointed acting director for DOP, and so Gary Schricker is the new meeting vice-chair and Gary Maciejewski (Mace) will replace Mr. Tanabe on the HR Subcommittee.

Adjourn
The meeting was adjourned at 3:25 p.m.